3.7   CANCELING A PERMIT APPLICATION

There are situations where a carrier may realize that a permit application should be canceled. The system attempts to accommodate the carrier, while still protecting the need to compensate the State for completed efforts. In general, only permit applications that have not been approved (either by the system or by a state employee) can be canceled. There may be fees, however, that must still be paid even if the permit application is canceled. Failure to pay these fees in a timely fashion is cause for INDOR to place the company on hold.

Screen 1: The User's Home Page

The process begins from the user's home page. Each user has a set of menu options down the left side of the screen. These menu options are based upon the security privileges that the user has been assigned in the system.

If you are have the appropriate security privilege, you will have a menu option named "Cancel A Permit" on the left side of the screen. The relative position of the menu option will differ by user. Click on this menu option to begin.

Screen 2: Search Criteria

There are four possible search criteria:

1. By a specific transaction number;

2. By a specific company name;

3. By a permitting service's FEIN/SSN; or

4. By a carrier's FEIN/SSN.


State employees may use any of the four criteria. Carriers may not use the permitting service criterion, and are limited to search for their own permits. Permitting services also must provide the U.S. DOT number of the carrier.

Click the "Next" button to continue the search.

Screen 3: Company Selection

If a company search was requested, Screen 3 will appear. This screen returns a list of all companies that meet the search criteria. If the desired company appears, click on the company's name to continue. Otherwise, click on the "Previous" button to change the search criteria.
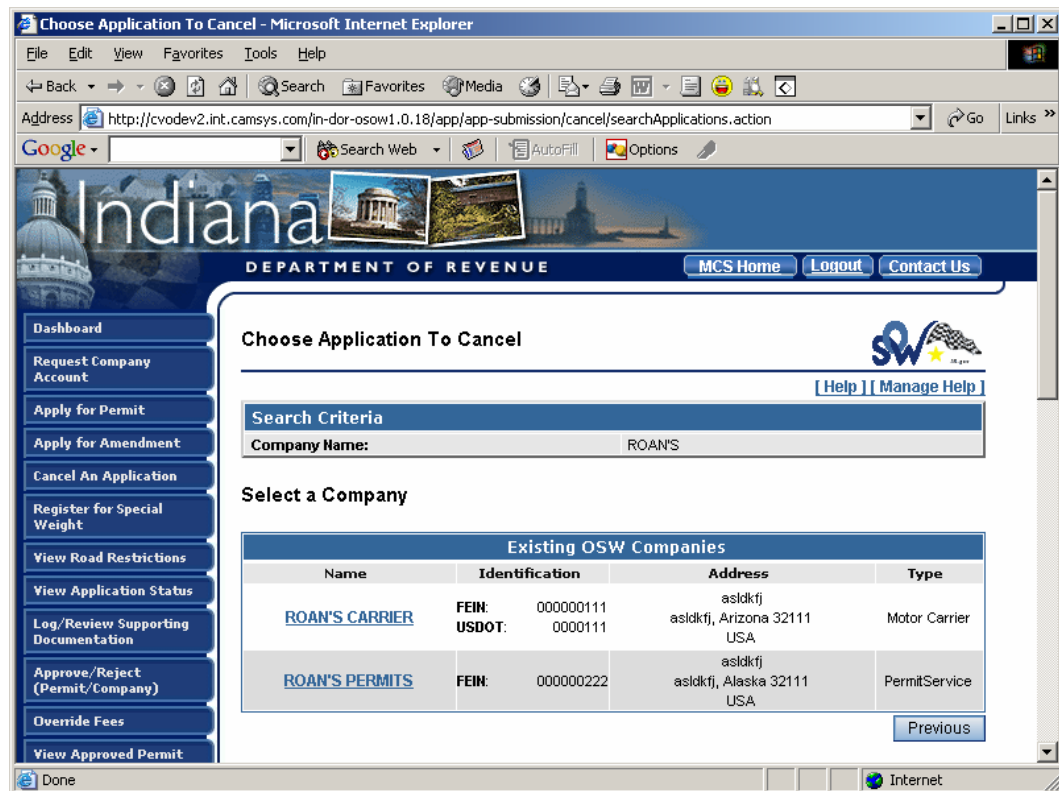
Screen 4: Permit Selection

Once the company has been identified, the system will return the set of all permit application that may be canceled. Each permit application is on its own row, along with its current status, estimated fees, and submission date. If the desired transaction appears, click on the transaction number to continue. Otherwise, click on the "Previous" button to change the search criteria.
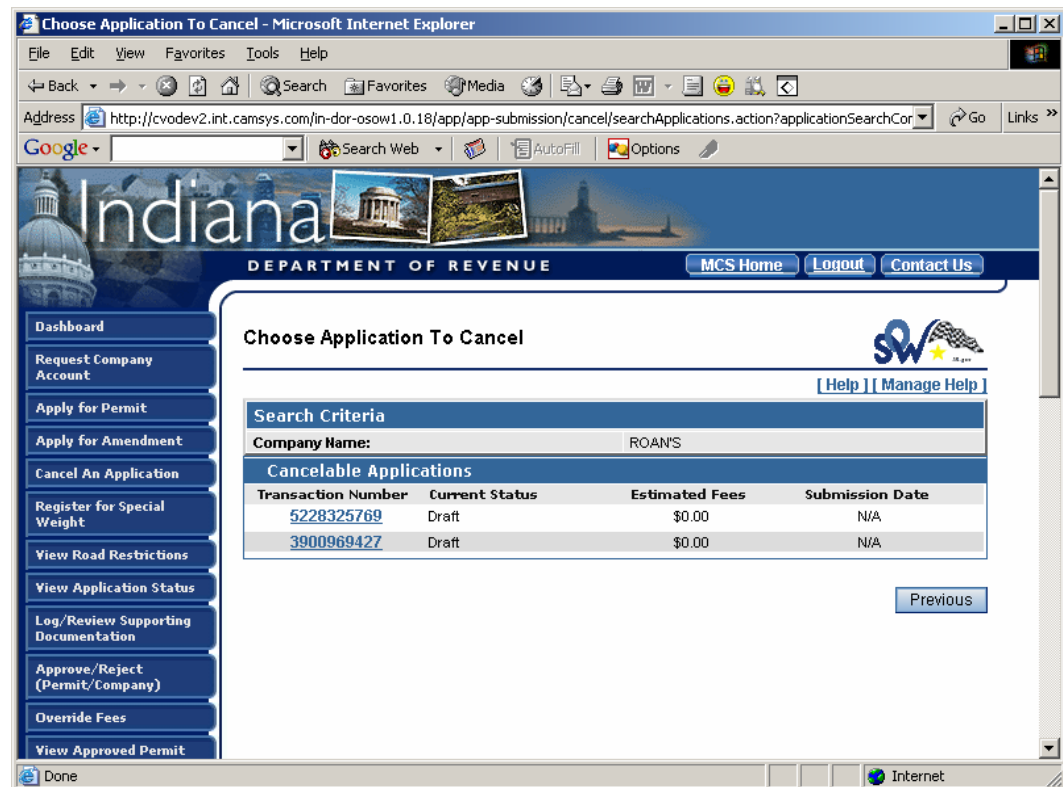
Screen 5: Permit Details Screen

Once a permit application has been selected, the system provides the user with the relevant information about the permit, so that the user may double-check that this in fact is the appropriate permit application to be canceled.

If you are certain that this permit application should be canceled, click on the "I Agree" button. Otherwise, click on the "Previous" button to change the search criteria.

Screen 6: Cancellation Reason

State employees are asked to provide a reason why this permit application should be canceled. This is a free-form text field, and formatting such as carriage returns will not be kept. Click on the "Confirm" button to continue.

Carrier and Permitting service users do not see this screen.

Screen 7: Cancellation Confirmation

The system will now confirm that the permit application has been canceled. If any fees could not be canceled, the total will be provided to the user on this screen. The user must pay these fees in a timely fashion, failure is cause for INDOR to place the company on hold.